



Sen. William Delgado

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LRB095 08190 WGH 32728 a

1 AMENDMENT TO SENATE BILL 544

2 AMENDMENT NO. _____. Amend Senate Bill 544 by replacing
3 everything after the enacting clause with the following:

4 "Section 5. The Language Assistance Services Act is amended
5 by changing Section 15 as follows:

6 (210 ILCS 87/15)

7 Sec. 15. Language assistance services.

8 (a) To insure access to health care information and
9 services for limited-English-speaking or non-English-speaking
10 residents and deaf residents, a health facility must do ~~one or~~
11 ~~more of~~ the following:

12 ~~(1) Review existing policies regarding interpreters~~
13 ~~for patients with limited English proficiency and for~~
14 ~~patients who are deaf, including the availability of staff~~
15 ~~to act as interpreters.~~

16 (1) ~~(2)~~ Adopt and review annually a policy for

1 providing language assistance services to patients with
2 language or communication barriers. The policy shall
3 include procedures for providing, to the extent possible as
4 determined by the facility, the use of an interpreter
5 whenever a language or communication barrier exists,
6 except where the patient, after being informed of the
7 availability of the interpreter service, chooses to use a
8 family member or friend who volunteers to interpret. The
9 procedures shall be designed to maximize efficient use of
10 interpreters and minimize delays in providing interpreters
11 to patients. The procedures shall insure, to the extent
12 possible as determined by the facility, that interpreters
13 are available, either on the premises or accessible by
14 telephone, 24 hours a day. The facility shall annually
15 transmit to the Department of Public Health a copy of the
16 updated policy and shall include a description of the
17 facility's efforts to insure adequate and speedy
18 communication between patients with language or
19 communication barriers and staff.

20 (2) ~~(3)~~ Develop, and post in conspicuous locations,
21 notices that advise patients and their families of the
22 availability of interpreters, the procedure for obtaining
23 an interpreter, and the telephone numbers to call for
24 filing complaints concerning interpreter service problems,
25 including, but not limited to, a T.D.D. number for the
26 hearing impaired. The notices shall be posted, at a

1 minimum, in the emergency room, the admitting area, the
2 facility entrance, and the outpatient area. Notices shall
3 inform patients that interpreter services are available on
4 request, shall list the languages most commonly
5 encountered at the facility for which interpreter services
6 are available, and shall instruct patients to direct
7 complaints regarding interpreter services to the
8 Department of Public Health, including the telephone
9 numbers to call for that purpose.

10 ~~(4) Identify and record a patient's primary language~~
11 ~~and dialect on one or more of the following: a patient~~
12 ~~medical chart, hospital bracelet, bedside notice, or~~
13 ~~nursing card.~~

14 ~~(5) Prepare and maintain, as needed, a list of~~
15 ~~interpreters who have been identified as proficient in sign~~
16 ~~language and in the languages of the population of the~~
17 ~~geographical area served by the facility who have the~~
18 ~~ability to translate the names of body parts, injuries, and~~
19 ~~symptoms.~~

20 (3) ~~(6)~~ Notify the facility's employees of the language
21 services available at the facility and train them on how to
22 make those language services available to patients
23 ~~facility's commitment to provide interpreters to all~~
24 ~~patients who request them.~~

25 (b) In addition, a health facility may do one or more of
26 the following:

1 (1) Identify and record a patient's primary language
2 and dialect on one or more of the following: a patient
3 medical chart, hospital bracelet, bedside notice, or
4 nursing card.

5 (2) Prepare and maintain, as needed, a list of
6 interpreters who have been identified as proficient in sign
7 language and in the language of the population of the
8 geographical area served by the facility who have the
9 ability to translate the names of body parts, injuries, and
10 symptoms.

11 (3) ~~(7)~~ Review all standardized written forms,
12 waivers, documents, and informational materials available
13 to patients on admission to determine which to translate
14 into languages other than English.

15 (4) ~~(8)~~ Consider providing its nonbilingual staff with
16 standardized picture and phrase sheets for use in routine
17 communications with patients who have language or
18 communication barriers.

19 (5) ~~(9)~~ Develop community liaison groups to enable the
20 facility and the limited-English-speaking,
21 non-English-speaking, and deaf communities to insure the
22 adequacy of the interpreter services.

23 (Source: P.A. 93-564, eff. 1-1-04.)

24 Section 99. Effective date. This Act takes effect upon
25 becoming law."